

California Health Improvement Project (CHIP) Decreasing Barriers to Sharing Medical Records

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Problem Statement and Underlying Causes

Pre-surgical patients often have underlying medical issues that are evaluated at multiple outside facilities resulting in fragmented care. Gathering the medical information is labor-intensive, frustrating, and error-prone for resource-strapped case managers or outside facility medical records staff, leading to delays in surgical clearance and timely scheduling of elective surgery.

Each patient is unique, but ideally, most elective patients should be cleared in < 30 days from the date of pediatric consult. But many patients take 30-90 days and some > 90 days to be cleared.

Shriner's unique relationship with UC Davis allows remote electronic access to UC Davis records and has demonstrated expedited clearance. Connecting with Sutterlink* will allow timely and comprehensive access to medical records and improve surgical clearance.

*Sutterlink –remote electronic access to the patient's entire Sutter medical chart post HIPAA release

Project Description

Increase the percentage of medical records shared quickly and comprehensively through digital access thereby decreasing delays in surgical clearance.

Goal and Objectives

Goal: Secure Sutterlink access for 25 nurses and NPs to provide comprehensive and timely evaluation of the pediatric surgical patient's outside medical records to avoid delays in surgical clearance.

Output-oriented Objectives:

1. Complete an agreement between Shriners Hospital and Sutter Foundation by June 2015
2. Obtain access to Sutterlink for selected clinicians by August 2015

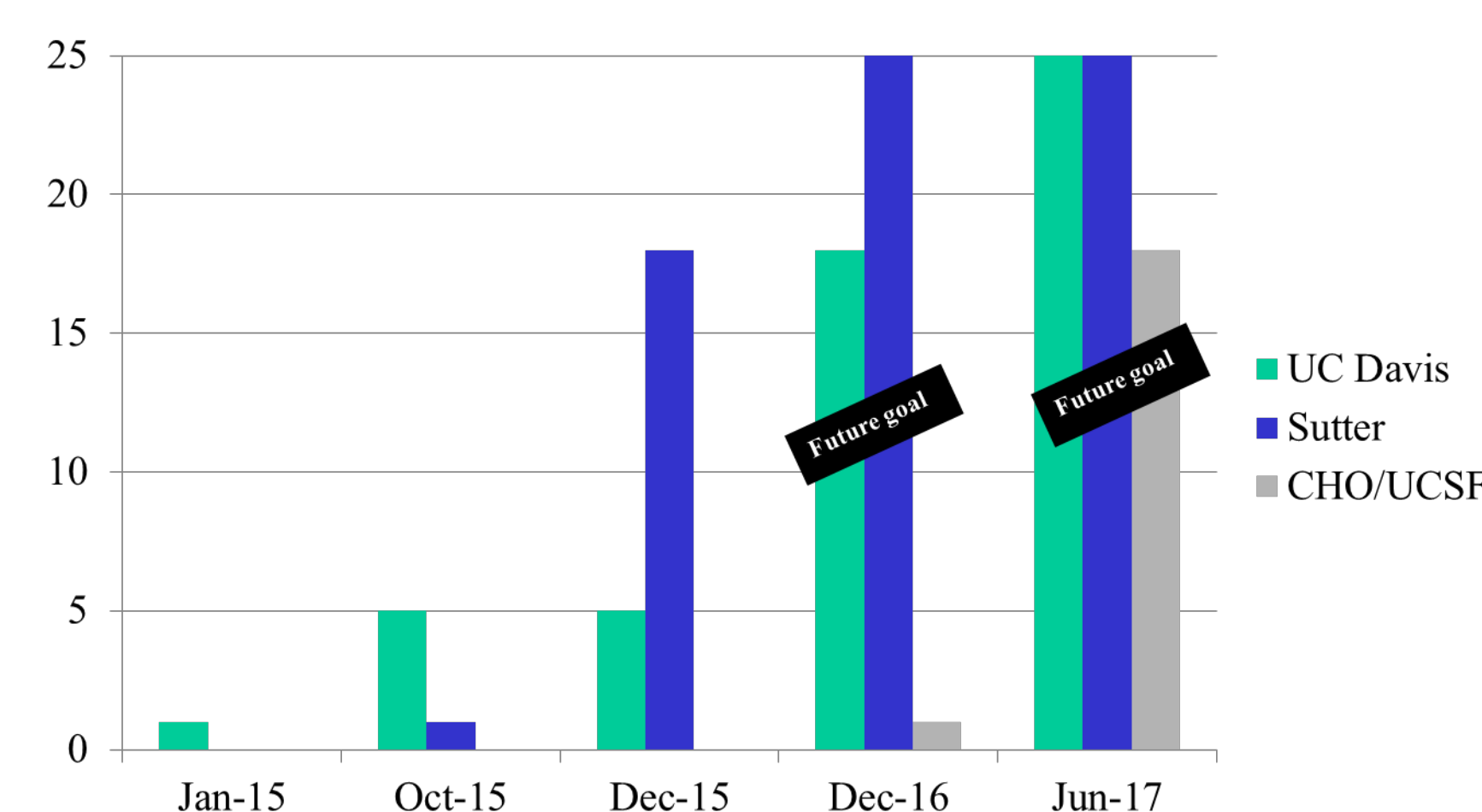
Outcome-oriented Objectives:

1. 60-90 Days from Pediatric Consult to Clearance - decrease this group by 10% by January 2016.
2. >90 Days from Pediatric Consult to Clearance - decrease this group by 10% by January 2016

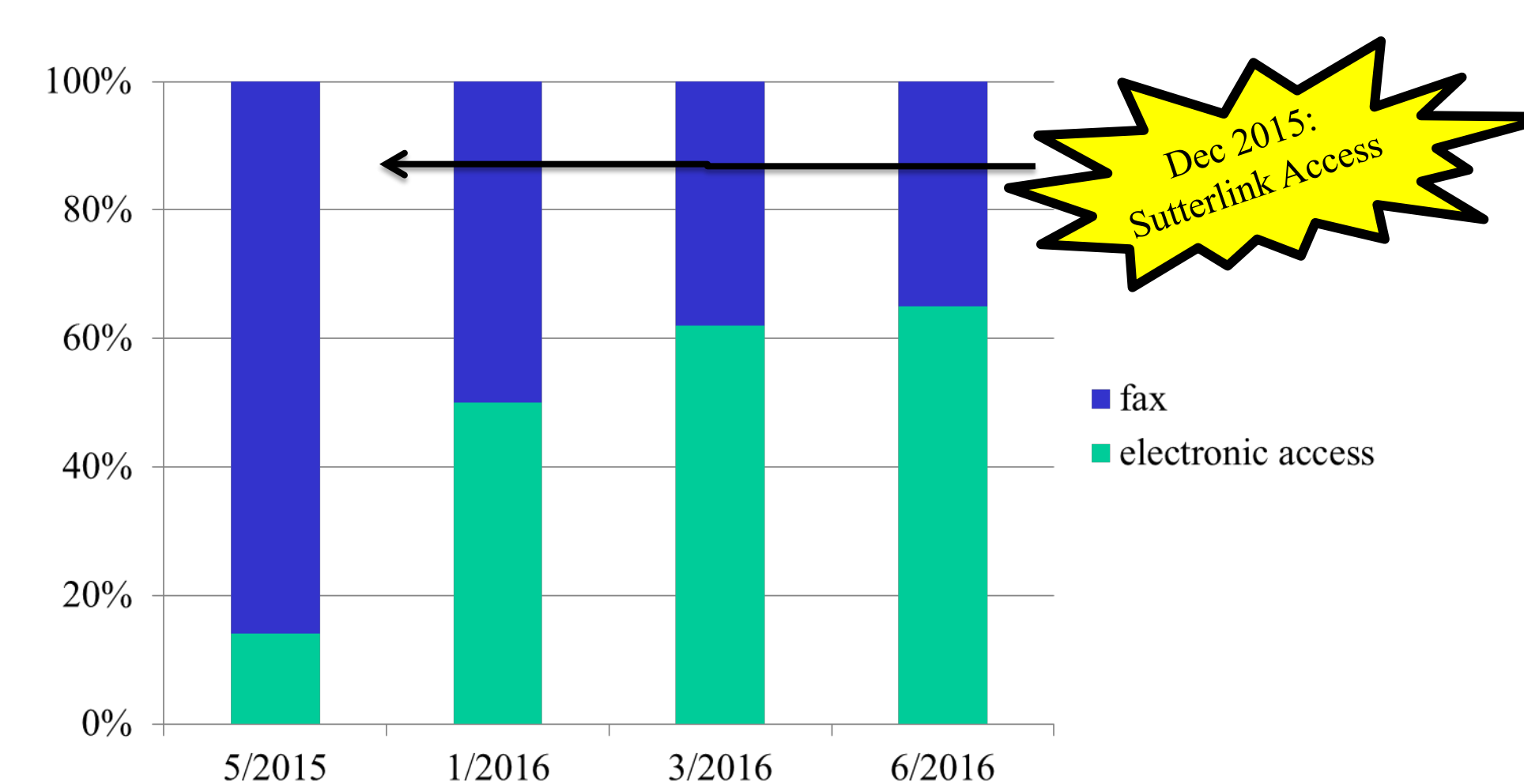
Outputs & Outcomes

Outputs Achieved

Number of Clinicians with Electronic Access

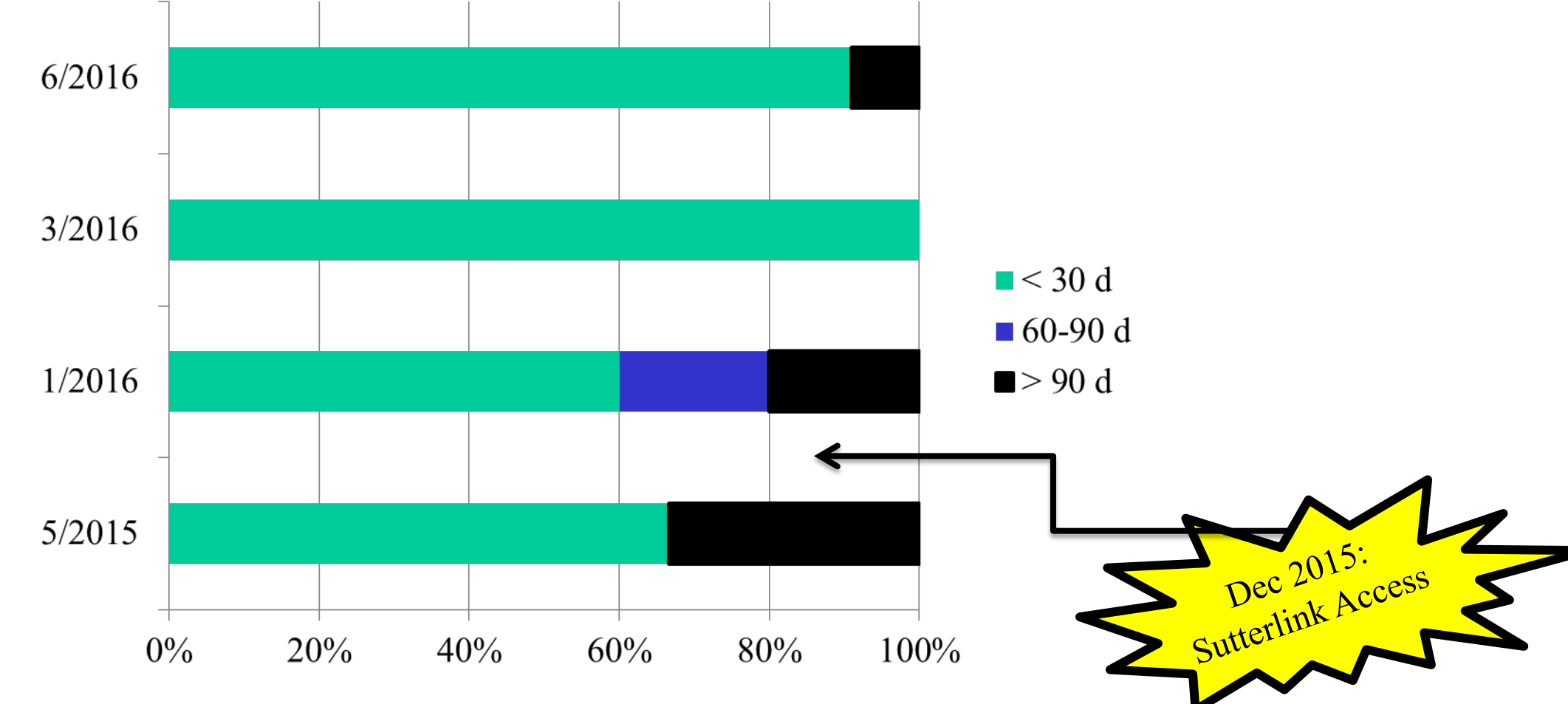


Percentage of Patients Whose Outside Records Were Electronically Accessed

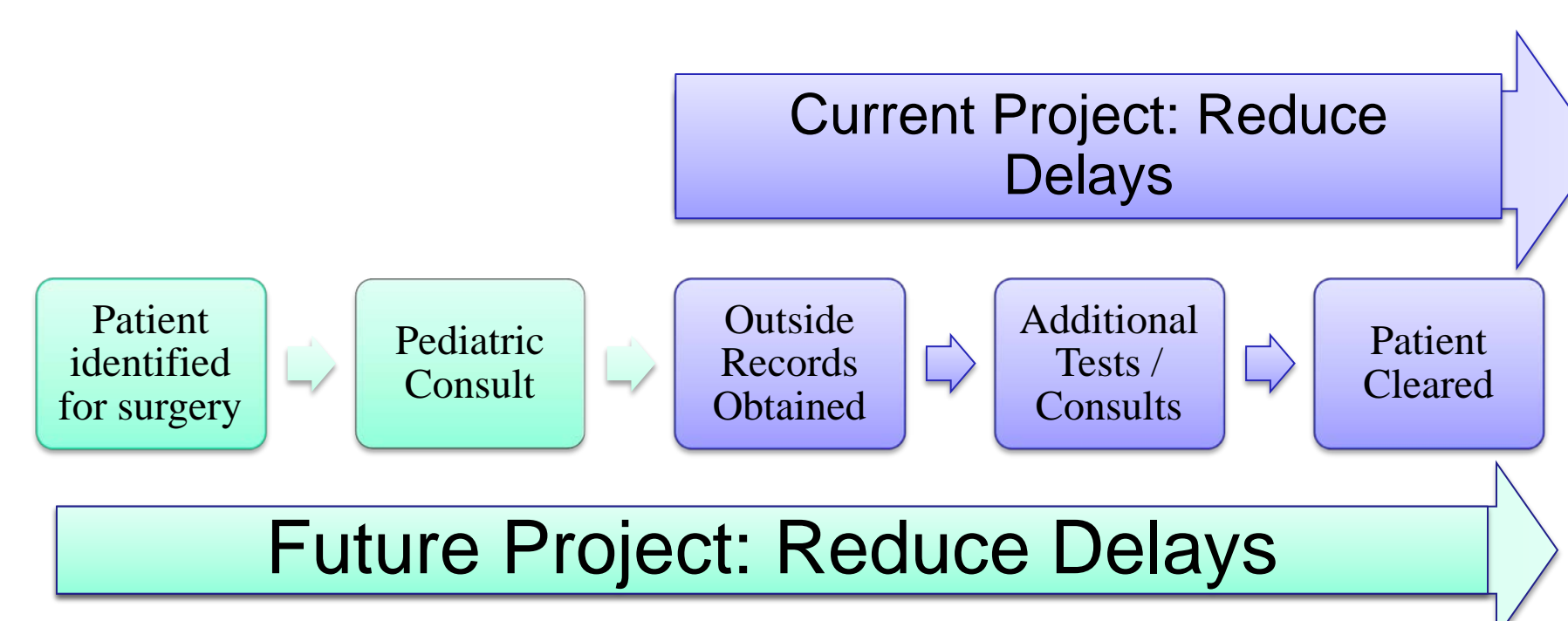


Outcomes Achieved

Number of Days from Consult to Cleared for Surgery (Snapshot)



Future Directions



Lessons Learned

- A single clinical champion can make a significant impact
- Large medical systems have varying rules and expectations surrounding electronic access
- Focus on one part of the process, then work on the next step.
- Develop a personal contact within a system to facilitate the process of getting electronic access
- Maintenance requires admin support: new staff, forgotten passwords, etc.

About My Organization

Shriners Hospitals for Children — Northern California is a regional pediatric medical center providing highly specialized care and rehabilitation to children with congenital conditions and complex medical needs regardless of the families' ability to pay. Located just minutes from downtown Sacramento, the Northern California Shriners Hospital treats children with orthopaedic conditions, spinal cord injuries, burns, cleft lip, scars from any cause, specialized plastic surgery and other complex surgical needs.



Contact Me

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